

Case: 1:17-md-02804-DAP Doc #: 4749-5 Filed: 11/09/21 Page 3 of 3 PageID #: 604868

**To:** Tim Koch [tkoch@wal-part.com]; George Chapman [George.Chapman@wal-part.com]  
**From:** Susanne Hiland  
**Sent:** Sun 9/11/2011 7:18:32 PM  
**Importance:** Normal  
**Subject:** FW: Emailing: AP Diversion Software Justification (Revision 2)  
**Received:** Sun 9/11/2011 7:18:34 PM  
Software Justification (Revision 2).docx

Just FYI. I've been trying to assist Greg in gaining approval for the new diversion software. The attachment gives you some insight into how he sees future growth.

Thanks,  
Susanne

-----Original Message-----

From: Greg Beam  
Sent: Friday, September 09, 2011 3:08 PM  
To: Chris Roberts  
Cc: Susanne Hiland  
Subject: Emailing: AP Diversion Software Justification (Revision 2)

Chris;

I have given this the best possible shot based on our conversations and your inputs. You have provided sound advice and been very patient in this process, I appreciate your support on this. The exact science and document history around pharmacy diversion is still in development, which makes it very difficult at best to make projections because the environment is constantly shifting and changing. However, the attached provides the best snapshot I could put together based on available, public information. Some information the company does not want widely distributed due to legal concerns....

I have also copied Susanne Hiland, Sr Director Pharmacy Compliance, who provided as much information as possible to lend support. Any questions, or recommendations, please let me know...Thanks

Greg

The message is ready to be sent with the following file or link attachments:

Software Justification (Revision 2)

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.



The ROI for this project is focused on avoidance of regulatory fines, law suits, licensure revocations and damage to company reputation/branding.

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Country	Region	City
Germany	North Rhine-Westphalia	Düsseldorf
France	Île-de-France	Paris
Italy	Lombardy	Milan
Spain	Catalonia	Barcelona
United Kingdom	England	London
Sweden	Stockholm	Stockholm
Netherlands	North Holland	Amsterdam
Belgium	Flanders	Brussels
Austria	Vienna	Vienna
Switzerland	Zürich	Zürich
Denmark	Capital Region	Copenhagen
Poland	Warsaw	Warsaw
Czech Republic	Prague	Prague
Slovakia	Bratislava	Bratislava
Hungary	Budapest	Budapest
Slovenia	Ljubljana	Ljubljana
Croatia	Zagreb	Zagreb
Serbia	Belgrade	Belgrade
Bulgaria	Sofia	Sofia
Romania	Bucharest	Bucharest
Greece	Athens	Athens
Turkey	Istanbul	Istanbul
Israel	Tel Aviv	Tel Aviv
India	Mumbai	Mumbai
China	Beijing	Beijing
Japan	Tokyo	Tokyo
South Korea	Seoul	Seoul
United States	New York	New York
Canada	Toronto	Toronto
Australia	Sydney	Sydney
South Africa	Johannesburg	Johannesburg
Brazil	São Paulo	São Paulo
Argentina	Buenos Aires	Buenos Aires
Colombia	Bogotá	Bogotá
Venezuela	Caracas	Caracas
Chile	Santiago	Santiago
Peru	Lima	Lima
Ecuador	Quito	Quito
Bolivia	La Paz	La Paz
Paraguay	Asunción	Asunción
Uruguay	Montevideo	Montevideo
Costa Rica	San José	San José
Panama	Panama	Panama
Dominican Republic	Santo Domingo	Santo Domingo
Honduras	Tegucigalpa	Tegucigalpa
Nicaragua	Managua	Managua
El Salvador	San Salvador	San Salvador
Haiti	Port-au-Prince	Port-au-Prince
Dominican Republic	Santo Domingo	Santo Domingo
Jamaica	Kingston	Kingston
Trinidad and Tobago	Port of Spain	Port of Spain
Guyana	Georgetown	Georgetown
Suriname	Paramaribo	Paramaribo
French Guiana	Kayenne	Kayenne
Guadeloupe	Basse-Terre	Basse-Terre
Martinique	Fort-de-France	Fort-de-France
Guam	Agaña	Agaña
U.S. Virgin Islands	Charlotte Amalie	Charlotte Amalie
Puerto Rico	San Juan	San Juan
Aruba	Oranjestad	Oranjestad
Curaçao	Willemstad	Willemstad
Netherlands Antilles	Willemstad	Willemstad
French Polynesia	Papeete	Papeete
Wallis and Futuna	Matamora	Matamora
French Southern Territories	Port-aux-Français	Port-aux-Français
British Virgin Islands	Road Town	Road Town
Cayman Islands	George Town	George Town
Anguilla	The Valley	The Valley
Belize	Belize City	Belize City
Bahamas	Nassau	Nassau
Barbados	Bridgetown	Bridgetown
Trinidad and Tobago	Port of Spain	Port of Spain
Guyana	Georgetown	Georgetown
Suriname	Paramaribo	Paramaribo
French Guiana	Kayenne	Kayenne
Guadeloupe	Basse-Terre	Basse-Terre
Martinique	Fort-de-France	Fort-de-France
Guam	Agaña	Agaña
U.S. Virgin Islands	Charlotte Amalie	Charlotte Amalie

Device Type	Percentage of Respondents
Smartphone	100%
Tablet	99%
Smart TV	98%
Smart speaker	97%
Smart home appliance	96%
Smart car	95%
Smart wearable	94%